

## **Article 8 : Modification or cancellation of stay**

### **➤ Modification or cancellation by the Customer**

It is reminded that the Customer does not benefit from the right of retraction in accordance with article L221-28-12 of the French Consumer Code.

Any request for modification or cancellation of the stay must be sent to the Company by email to [reservation@ushuaia-villages.com](mailto:reservation@ushuaia-villages.com) or by post to the following address: USHUAÏA VILLAGES 10 Villa d'Eylau - 75116 PARIS.

Cancellation or modification of the holiday will result in the following charges being levied by the Company:

#### **More than 30 days before the start of your stay :**

30% of the price of the stay + booking fees + insurance (if taken out)

#### **From 30 days to less than 30 days before the start of your stay :**

100% of the price of the stay + booking fees + insurance (if taken out)

Any change to the dates or content of the stay is considered to be a cancellation and will be subject to the above charges.

For any other modification request, provided that it is possible, a handling fee of twenty-five euros (€25) will be applied.

### **➤ Modification or cancellation by the Company**

In the event of cancellation of the Customer's stay by the Company for any reason other than force majeure, as defined by established case law, the Company will notify the Customer by e-mail as soon as possible.

The Company will use its best efforts to propose an alternative solution to the Customer.

In the absence of a replacement solution approved by the Customer, the sums paid will be reimbursed in full within 72 hours.

## **Article 7: Cancellation insurance**

The price of the holiday does not include cancellation insurance. This is optional and is offered at the time of booking (insurance taken out with NEAT Camping which covers the customer, under certain conditions, before departure and during the stay).

The corresponding amount is payable in full at the time of booking.

The insurance offered is as follows: FLEX insurance: Cancellation with or without justification for any unforeseeable event beyond your control that prevents you from leaving.

Refund WITH PROOF: Refund of 100% of cancellation costs (see deductible)

Refund WITHOUT PROOF: Refund of 70% of cancellation costs (see deductible)

For further details: <https://ushuaia-villages.com/assurances/>

You should check with your insurance company that you have a holiday extension under your home insurance policy and its coverage conditions. If this is not the case, you are obliged to insure your property against the risks inherent in its occupation. These include accident, death, theft, loss or damage to personal effects (suitcases, objects, furniture, valuables, vehicles, bicycles, etc.). You are also responsible for insuring yourself against any damage caused by you or those accompanying you in the rented accommodation or on the campsite. You must provide proof of your insurance cover on first request. When renting or lending bicycles, you must insure them against theft, loss or damage.